

It is extremely important to allow small ISPs to stay in a competitive business. They have every motivation to provide a professional and high-quality service to customers.

My experience with phone-companies was very frastrating every time I had to deal with their customer service:

- 1) They are very unprofessional and geared towards incompetent consumers.
- 2) To squeeze profit from small margins they ignore technical needs of customers not using MS-Windows.
- 3) They do not provide (or provide at very high rates) services required for smaller groups of professional custimers like myself (e.g. mailing list management, shell accounts, local mail processing, newsgroups, etc.).
- 4) Their incompetence causes downtime and shifts the responsibility to trouble-shoot problems to customers.

In my experience small ISPs do much better job at working with customers and providing \*useful\* services (where the usefulness is defined by customer and not the ISP).

Driving small ISPs out of the market will be reallu upsetting for customers like me.